

Before Contacting the NSSC

If you are experiencing problems with NAAS, there are a few “self-help” steps you can take before contacting the NSSC:

Log In Problems

- Do you have an assigned role in NAAS? If not, contact your Center Awards Officer to establish an account.
- Are you using your WebTADS User ID and Password? If so, try and log into WebTADS and see if it works.
- Are you using the proper URL:
<https://naas.nasa.gov> ?

User Admin Problems

- Is the “active” box checked for that user in the User Admin screen?
- Did you select “Update” when adding or modifying a user?
- If the user is an approver, is the “active” boxed checked within the Approver Admin screen?
- Is the user assigned to the proper organization?

Awards Problems

- Is the “active” box checked for that award?
- Did you select “Update” when adding or modifying an award?
- Does the “Approval Count” drop down have a value in it?
- Validate that “Center” and “Type” are Correct.

Before Contacting the NSSC (con't)

Center Admin Problems?

- Is the “active” box checked for that Organization and/or Division?
- Did you select “Update” when adding or modifying an Organization and/or Division
- Problem with the budget? Did you select “Save” after inputting the dollar amount?



Nominate Problems

- Don't see any approvers in routing and approval screen?
 - ♦ Are the approvers “active” under the Approver Admin screen?
 - ♦ Did you select the correct organization and/or division under the “Choose Award” screen.
- Have you filled out all the required fields?
- Did you “click and drag” the nominee to the “Added Civil Service Nominees” table?
- Did you add the required number of approvers?

Query Problems

- Did you select the correct filter options (e.g. In Process vs. Archived) ?

Help Desk Support for NAAS

Web Form:

http://www.nssc.nasa.gov/customerservice/cs/inquiry_submit.asp

A screenshot of a web form titled 'Contact Us'. It has a black header with the text 'Contact Us' in white. Below the header, it says 'Required fields are identified by an asterisk (*) and must be completed before submitting an inquiry.' The form contains several input fields: '*Last Name', '*First Name', '*Phone', 'EMAIL Address', 'Category:' (with a dropdown menu showing 'Human Resources'), 'Area:' (with a dropdown menu showing 'Support for Personnel Programs'), 'Activity:' (with a dropdown menu showing 'Awards/NAAS'), and 'NASA Site' (with a dropdown menu showing 'NASA Headquarters'). Below these fields, it says 'Please provide a detailed description below of how we may help you.' and '*Description (Please limit the description to 1000 characters.)'. There is a large text area for the description. At the bottom right, there are two buttons: 'Submit' and 'Reset'.

Toll Free: 1-877-NSSC123 (1-877-677-2123)

Email: nssc-contactcenter@nasa.gov

Fax: 1-866-779-NSSC (6772)

Awards homepage:

http://www.nssc.nasa.gov/customerservice/hr/support_to_personnel/awards/index.htm

NSSC homepage:

www.nssc.nasa.gov

NSSC Customer Service page:

www.nssc.nasa.gov/customerservice